



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**WDT World Discount Telecommunications Co.**  
**for quarter ending December 31, 2009**

Performance Data	October	November	December	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	5.00	5.00	5.20	5.07
B. Operator Answer Time - Information [730.510(a)(1)]	4.10	4.30	4.10	4.17
C. Repair Office Answer Time [730.510(b)(1)]	50.00	50.00	55.00	51.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	30.00	42.00	45.00	39.00
E. Percent of Service Installations [730.540(a)]	100.00%	100.00%	98.00%	99.33%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	100.00%	98.00%	95.00%	97.67%
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	1.70	1.85	2.10	1.88
H. Percent Repeat Trouble Reports [730.545(c)]	8.50%	9.50%	9.00%	9.00%
I. Percent of Installation Trouble Reports [730.545(f)]	15.00%	17.00%	18.00%	16.67%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**



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